

Activating your ESR Employee Self Service account

All users have been assigned a username and password to access the system.

Follow the steps below retrieve your username and password and then log in to activate your account:

Getting your username

- Go to <https://my.esr.nhs.uk/>
- Click 'Forgotten | Request Username/Password | Unlock Account'
- Scroll down to the 'Forgotten Username' section
- Enter your email address and you date of birth. **For this process you must use the email address you used for recruitment**
- You will receive an email with the subject line '297 ESR User Name Lookup'
 - ***Please note, the email may take up to 4 hours to be received*
- Your username will be stated in this email

Getting your password

- In the email received containing your username there will be a link for 'or reset your password'
- Click this link and follow the on screen instructions.

This process is repeated below with screenshots included:

Getting your Username

Go to <https://my.esr.nhs.uk/>

Once ESR is open follow the steps below to get your username.

In the 'Log in with your credentials' section Click on **Forgotten | Request Username/Password | Unlock Account:**

NHS Electronic Staff Record
NHS Electronic Staff Record

NHS Electronic Staff Record

Log in with your credentials

Fields with an asterisk (*) are required fields

Username*

(Example: 999JSMITH01)

Password*

[Forgotten | Request Username/Password | Unlock Account](#)

Log in via Username Password

On the next screen Scroll down to '**Forgot Username**' section:

Enter the email address you used when applying for your post and your **date of birth**.

Click the '**Forgot Username**' button:

Forgot Username

Enter the email address associated with your account and your date of birth, your username will be emailed to you.

Email

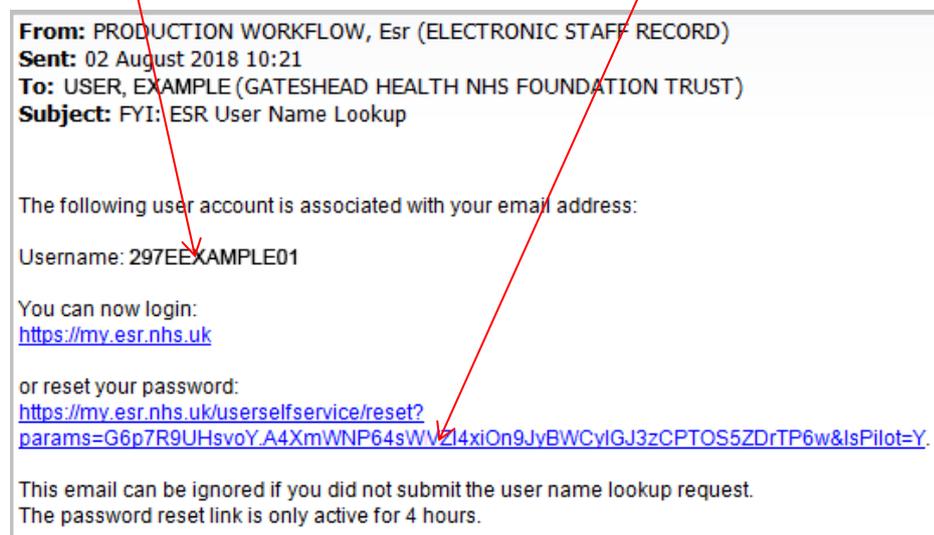
(Example : first.last@domain.com)

Date of Birth

Date Month Year

Following this you will receive an email from **PRODUCTION WORKFLOW, ESR (ELECTRONIC STAFF RECORD)** like the one below.

Your **username** is in this email. To get your **password** click the link in the email.



If you do not use this link within 4 hours you will need to repeat the whole process of requesting your username

You will now be able to complete some Core Skill ELearning in ESR – you must subscribe to the certification before you play the learning or your completion will not be recorded. Follow the user guide on the next pages.

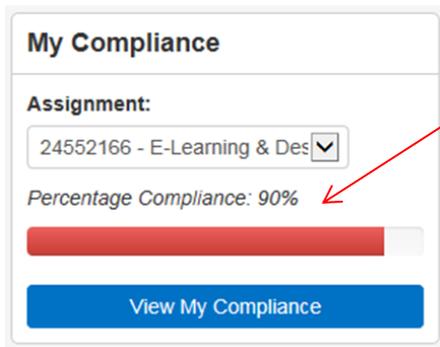
The eLearning you need to complete if you are not already compliant will be shown in your compliance portlet and is specific for your role.

Once you have started at the Trust your portlet will be updated with all your core skill requirements. You should check your ESR portlet and complete all core skills within one month of starting at the Trust.

The learning and development team can support you with this and you will be told about how to access this support at Trust induction.

My Compliance and Core Skills

My Compliance Portlet



My Compliance

Assignment:

24552166 - E-Learning & Des

Percentage Compliance: 90%

[View My Compliance](#)

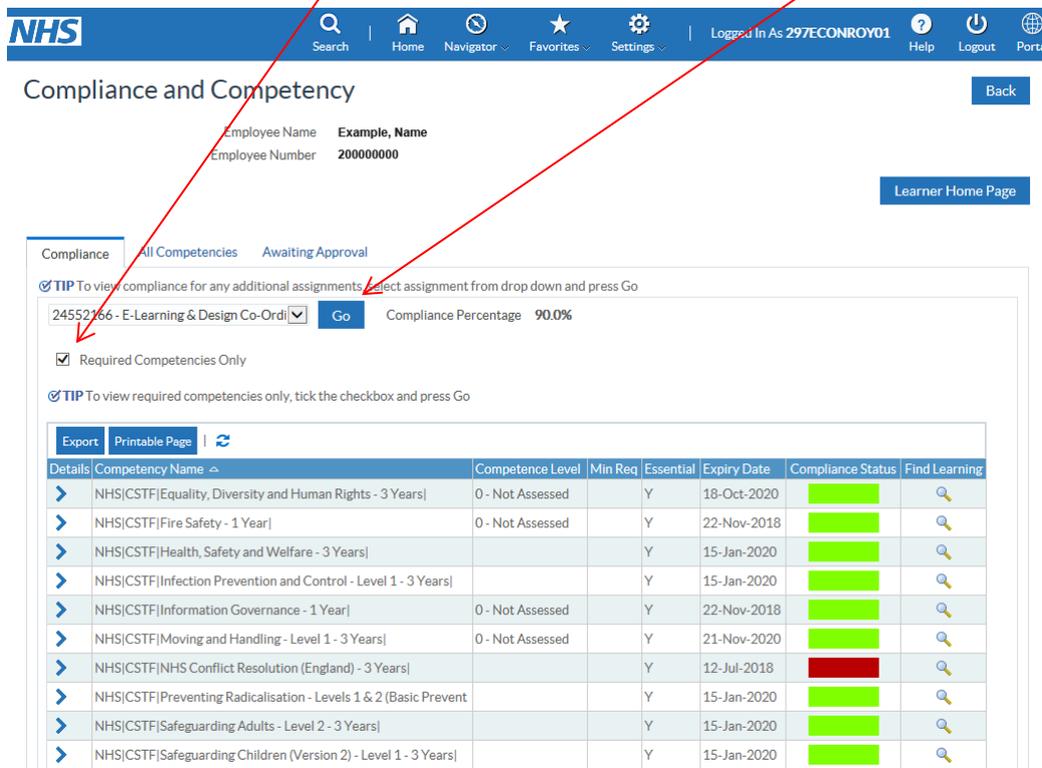
This portlet provides a compliance summary across all of your assignments. When an assignment is selected the compliance indicator will update.

Clicking the **View My Compliance** button will launch the Compliance and Competency page where you can view your Compliance Status in more detail.

My ESR > My Compliance & Competency

Click the **My Compliance & Competency** area and the **Compliance and Competency** page will open.

Ticking the **Required Competencies Only** box and then clicking **go** will restrict to mandatory competencies.



NHS Search Home Navigator Favorites Settings Logged In As 297ECONROY01 Help Logout Portal

Compliance and Competency

Back

Employee Name Example, Name
Employee Number 200000000

Learner Home Page

Compliance All Competencies Awaiting Approval

TIP To view compliance for any additional assignments, select assignment from drop down and press Go

24552166 - E-Learning & Design Co-Ordi Go Compliance Percentage 90.0%

Required Competencies Only

TIP To view required competencies only, tick the checkbox and press Go

Export	Printable Page	Refresh	Details	Competency Name	Competence Level	Min Req	Essential	Expiry Date	Compliance Status	Find Learning
>				NHS(CSTF)Equality, Diversity and Human Rights - 3 Years	0 - Not Assessed		Y	18-Oct-2020	Green	🔍
>				NHS(CSTF)Fire Safety - 1 Year	0 - Not Assessed		Y	22-Nov-2018	Green	🔍
>				NHS(CSTF)Health, Safety and Welfare - 3 Years			Y	15-Jan-2020	Green	🔍
>				NHS(CSTF)Infection Prevention and Control - Level 1 - 3 Years			Y	15-Jan-2020	Green	🔍
>				NHS(CSTF)Information Governance - 1 Year	0 - Not Assessed		Y	22-Nov-2018	Green	🔍
>				NHS(CSTF)Moving and Handling - Level 1 - 3 Years	0 - Not Assessed		Y	21-Nov-2020	Green	🔍
>				NHS(CSTF)NHS Conflict Resolution (England) - 3 Years			Y	12-Jul-2018	Red	🔍
>				NHS(CSTF)Preventing Radicalisation - Levels 1 & 2 (Basic Prevent			Y	15-Jan-2020	Green	🔍
>				NHS(CSTF)Safeguarding Adults - Level 2 - 3 Years			Y	15-Jan-2020	Green	🔍
>				NHS(CSTF)Safeguarding Children (Version 2) - Level 1 - 3 Years			Y	15-Jan-2020	Green	🔍

The data displayed relates to your primary assignment. For staff who have more than one assignment, this can be changed by using the drop down menu and clicking the **Go** button.

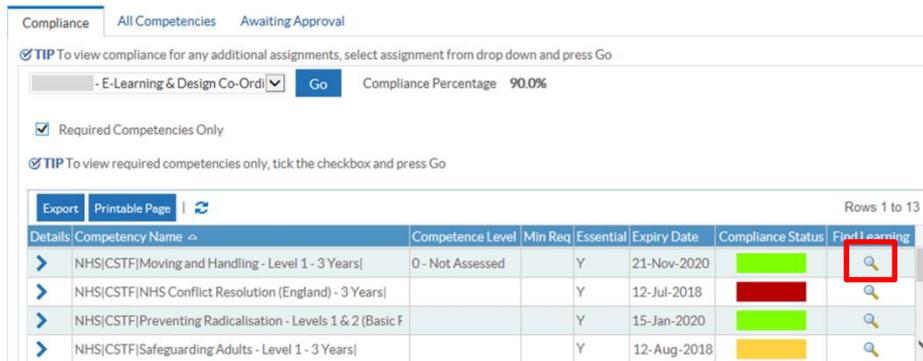
The expiry date for your competency is shown in the **Expiry Date** column. Your compliance status is colour coded, **green** means you are compliant. **Orange** means you are due to expire in the next 3 months. **Red** means you have already expired.

Blue means that you have been awarded a competency which is not required for your role. For example, you may have previously attended a higher level of training which is no longer required. This could happen if you have changed jobs or if the requirements for your role have changed. It could also occur if you have voluntarily attended a higher level of training than what is

required. **Required competencies have a 'Y' in the essential column.** Only required competencies count towards your compliance.

The following steps relates to how to access e-learning for Core Skills. These steps must be followed in order for your compliance to be correctly updated.

Click the **Find Learning** icon next to the competency you would like to complete.



Compliance | All Competencies | Awaiting Approval

TIP To view compliance for any additional assignments, select assignment from drop down and press Go

- E-Learning & Design Co-Ord | **Go** | Compliance Percentage 90.0%

Required Competencies Only

TIP To view required competencies only, tick the checkbox and press Go

Export | Printable Page | | Rows 1 to 13

Details	Competency Name	Competence Level	Min Req	Essential	Expiry Date	Compliance Status	Find Learning
>	NHS CSTF Moving and Handling - Level 1 - 3 Years	0 - Not Assessed		Y	21-Nov-2020	 	
>	NHS CSTF NHS Conflict Resolution (England) - 3 Years			Y	12-Jul-2018	 	
>	NHS CSTF Preventing Radicalisation - Levels 1 & 2 (Basic F			Y	15-Jan-2020	 	
>	NHS CSTF Safeguarding Adults - Level 1 - 3 Years			Y	12-Aug-2018	 	

A list of certifications will be displayed. You must first subscribe to the certification for the competency. If the certification is not subscribed the completion of your e-learning will not be correctly recorded.

Click the **Details** icon on the relevant certification.

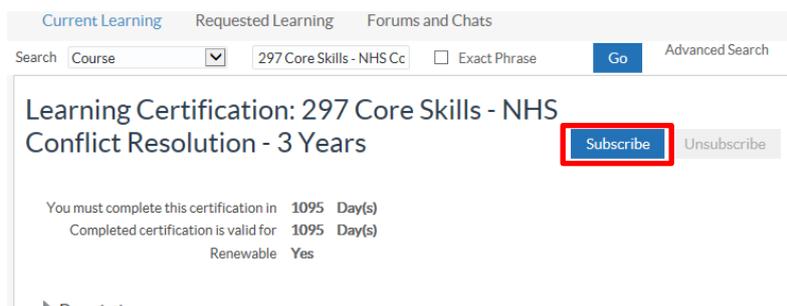


Competence Name NHS|CSTF|NHS Conflict Resolution (England) - 3 Years|
Level Any

Certifications
Certifications that will give you the competence. Click Details to Subscribe to Certificate.

Certification Name	Valid Period	Certification Status	Progress	Competence Level	Details
297 Core Skills - NHS Conflict Resolution - 3 Years	1095 Day(s)			1 - Assessed	

Information about the certification will open. Click the **Subscribe** button.



Current Learning | Requested Learning | Forums and Chats

Search Course | 297 Core Skills - NHS Cc | Exact Phrase | **Go** | Advanced Search

Learning Certification: 297 Core Skills - NHS Conflict Resolution - 3 Years

Subscribe | Unsubscribe

You must complete this certification in 1095 Day(s)
Completed certification is valid for 1095 Day(s)
Renewable Yes

Description

To complete subscribing click the **Finish** button.

Current Learning Requested Learning Forums and Chats

Search Course 297 Core Skills - NHS Cc Exact Phrase Go Advanced Search

Learning: Current Learning >

Subscribe: 297 Core Skills - NHS Conflict Resolution - 3 Years

Back Finish

You must complete this certification in 1095 Day(s)
 Completed certification is valid for 1095 Day(s)
 Renewable Yes

The components of the certification will be displayed towards the bottom of the next screen. You need to enrol in each component.

Click the **Choose or Enrol in class** icon.

Components

Course	Component Completion Date	Component Status	Enrolment Details	Choose or Enrol in class	Performance Status	Play
297 NHS Conflict Resolution - Part 1		Planned			Not Attempted	
297 NHS Conflict Resolution - Part 2		Planned			Not Attempted	
297 NHS Conflict Resolution - eAssesment		Planned			Not Attempted	

And then click **Apply**

Current Learning Requested Learning Forums and Chats

Search Course 297 Core Skills - Safeguz Exact Phrase Go Advanced Search

Learning: Current Learning > Subscribe > Learning Certification >

Learning Certification: 297 Core Skills - NHS Conflict Resolution - 3 Years

Cancel Apply

Class Summary

Repeat for all components of the certification. Most courses have a course (or multiple courses) and an eAssessment component. *Currently the instructions of the eAssessment modules state that just completing this will pass the content. It will not. This is being addressed with the national development team. The effected courses are clearly indicated when subscribing to the course.*

Once you have enrolled in the courses you can begin them by clicking **Play**. **You must complete all parts.**

Components

Course	Component Completion Date	Component Status	Enrolment Details	Choose or Enrol in class	Performance Status	Play
297 NHS Conflict Resolution - Part 1		Planned			Not Attempted	
297 NHS Conflict Resolution - Part 2		Planned			Not Attempted	
297 NHS Conflict Resolution - eAssessment		Planned			Not Attempted	

Once you have clicked the Play button the e-learning course will open in a new window. Follow the on screen instructions in the course to progress through the module.

000 Safeguarding Adults - Level 1

Help

Click the Home icon to exit the course correctly >>>

Instructions

In order to complete the training, you will need to pass the Safeguarding Adults Level 1 eAssessment to demonstrate the required knowledge and understanding. You may choose to complete the eAssessment alone; and if you pass, you do not need to complete this session. Your training record will be updated with your eAssessment score.

This session will register as complete after you have viewed all of the sections and a green tick is shown.
(For e-LfH Hub only: To gain a certificate you will need to complete BOTH this Session AND the eAssessment.)

Your organisation may require you to undertake further training.

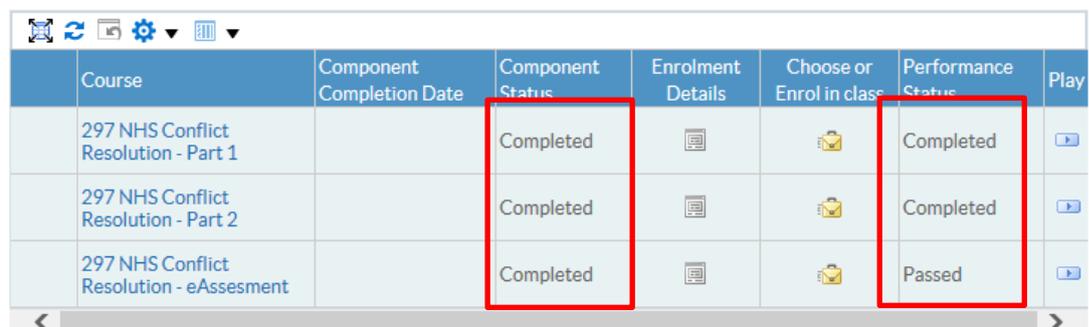
- Session Overview
- The Aims of Safeguarding
- The Underpinning Principles
- Abuse and Neglect

Click the Home icon to exit the course correctly >>>

When you are finished, click the **Home icon** to close the e-learning course. You can use the Home icon to close the e-learning at any time and your progress will be saved.

Once you have completed the course or passed the assessment this will be indicated in the **Component Status** and **Performance Status** columns.

Components



Course	Component Completion Date	Component Status	Enrolment Details	Choose or Enrol in class	Performance Status	Play
297 NHS Conflict Resolution - Part 1		Completed			Completed	
297 NHS Conflict Resolution - Part 2		Completed			Completed	
297 NHS Conflict Resolution - eAssesment		Completed			Passed	

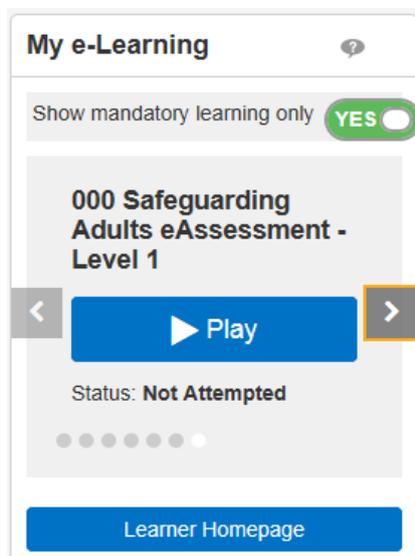


If you have finished, either click on the Portal button to return to the main menu or click on the **Logout** link to exit the system.

My e-Learning portlet

Please ensure you follow the steps in the My Compliance and Core Skills section before proceeding.

Once you have followed the steps outlined in the My Compliance and Core Skills section to subscribe to a certification and enrol in an e-learning course, it will appear in the My e-Learning portlet.



My e-Learning

Show mandatory learning only **YES**

000 Safeguarding Adults eAssessment - Level 1

Play

Status: **Not Attempted**

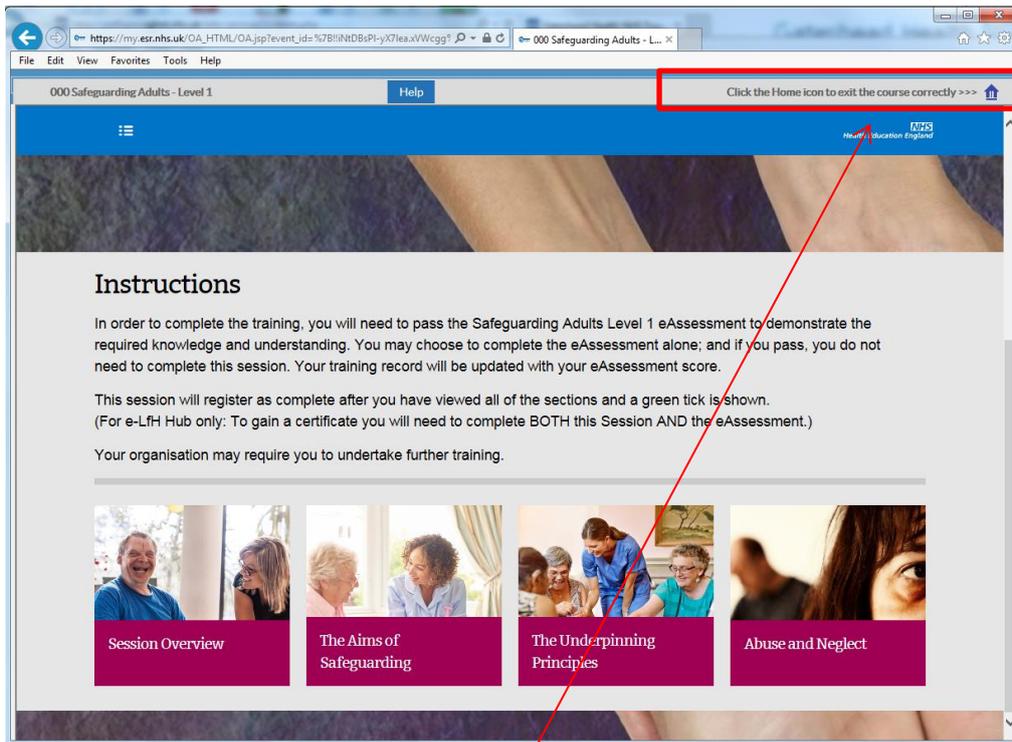
Learner Homepage

This shows the e-Learning training courses you are enrolled in, up to a maximum of twenty courses with your most recent enrolments being displayed first. Use the arrows to move through the courses.

The **Status** of the course is shown towards the bottom of the portlet. When you have finished a course it will show as **complete** in the status. When you have completed an eAssessment it will show as **passed**.

Click the **Play** button to start the course.

Once you have clicked the Play button the e-learning course will open in a new window.



Click the Home icon to exit the course correctly >>> 

When you are finished, click the **Home icon** to close the e-learning course and return to the ESR home screen. You can use the Home icon to close the e-learning at any time and your progress will be saved.

Once you have completed the course or passed the assessment this will be indicated in Status section on the portlet.

Compliance & Core Skills

On the ESR Self Service Portal home page you will see the 'My Compliance' portlet.

At a glance this gives your percentage compliance. Click 'View My Compliance' to find out more.

Understanding your compliance

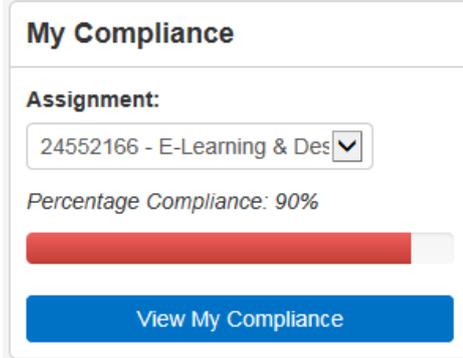
In the Compliance and Competency section you will see the screen below.

Ticking the **Required Competencies Only** box and then clicking **go** will restrict to mandatory competencies These are the competencies that count towards your compliance percentage.

To find a course to complete your learning for a competency click the  icon in the **Find Learning** column.

You then need to **subscribe** to a certification and then **enrol** in a course.

Full step by step instructions are available in the ESR Employee Self Service User Guide.

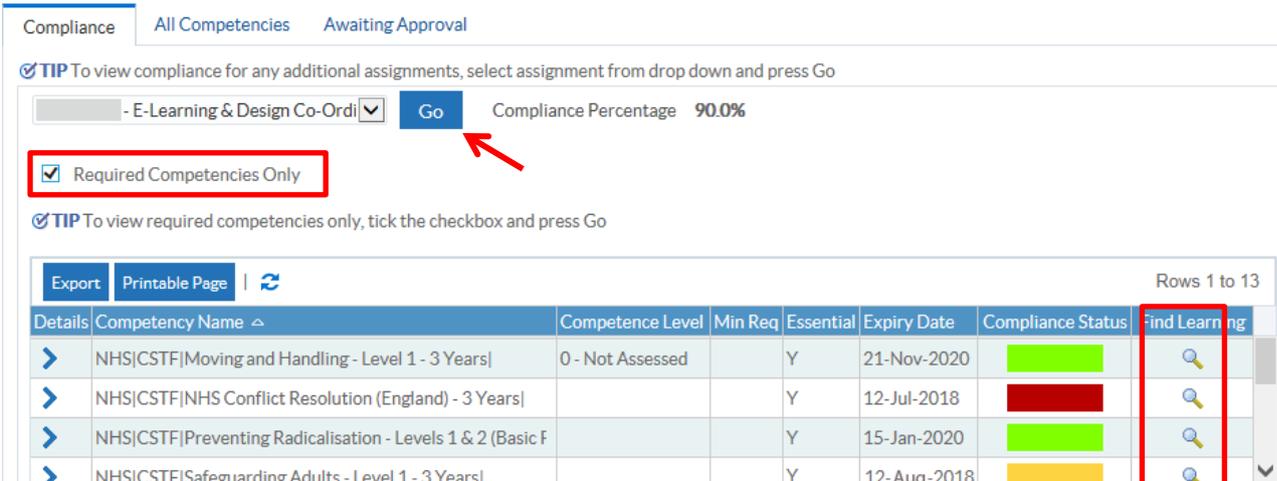


My Compliance

Assignment:
24552166 - E-Learning & Des

Percentage Compliance: 90%

View My Compliance



Compliance | All Competencies | Awaiting Approval

TIP To view compliance for any additional assignments, select assignment from drop down and press Go

- E-Learning & Design Co-Ord | **Go** | Compliance Percentage **90.0%**

Required Competencies Only

TIP To view required competencies only, tick the checkbox and press Go

Export | Printable Page | Refresh | Rows 1 to 13

Details	Competency Name	Competence Level	Min Req	Essential	Expiry Date	Compliance Status	Find Learning
>	NHS CSTF Moving and Handling - Level 1 - 3 Years	0 - Not Assessed		Y	21-Nov-2020	Green	
>	NHS CSTF NHS Conflict Resolution (England) - 3 Years			Y	12-Jul-2018	Red	
>	NHS CSTF Preventing Radicalisation - Levels 1 & 2 (Basic F			Y	15-Jan-2020	Green	
>	NHS CSTF Safeguarding Adults - Level 1 - 3 Years			Y	12-Aug-2018	Amber	

Compliance Status:

 Green: Compliant |  Amber: Expiring within 3 months |  Red: Expired

Need Help?

**Support with access to ESR please email Workforce Information -
GHNT.Workforceinformation@nhs.net**

Support with completing your eLearning contact Learning and Development on 0191 445 2690